

## CLAIMS

I claim:

- 1     1.     A workforce planning system, the system comprising:  
2             logic configured to obtain from a communication switch, a first call-history  
3     statistic of a first period of time;  
4             logic configured to obtain from a call center, a first work-history statistic of  
5     the first period of time;  
6             logic configured to process at least one of the first call-history statistic and the  
7     first work-history statistic; and  
8             logic configured to generate a performance report comprising a first past  
9     performance statistic.
- 1     2.     The system of claim 1, wherein the first call-history statistic comprises a total  
2     number of calls routed by the communication switch to the call center over the first  
3     period of time.
- 1     3.     The system of claim 1, wherein the first call-history statistic comprises a total  
2     number of a first type of calls routed by the communication switch to the call center  
3     over the first period of time.
- 1     4.     The system of claim 1, wherein the first work-history statistic comprises an  
2     actual work time of the call center over the first period of time, and the first past  
3     performance statistic is a first workforce occupancy.
- 1     5.     The system of claim 1, further comprising:  
2             logic configured to provide a first work-planning input;  
3             logic configured to process the first work-planning input together with the first  
4     report; and  
5             logic configured to generate a forecast report comprising a first predictive  
6     workforce statistic.

1     6.     The system of claim 5, wherein the first work-planning input comprises at  
2     least one of a first number of operators over a first forecast period, a change in call  
3     volume over the first forecast period, an attendance statistic of the first number of  
4     operators over the first forecast period, and a performance statistic of the first number  
5     of operators over the first forecast period.

1     7.     The system of claim 5, wherein the first predictive workforce statistic  
2     comprises at least one of an actual work time of a first number of operators over a  
3     first forecast period, an occupancy of the first number of operators over the first  
4     forecast period, and a forecast of a number of operators required for call handling  
5     during the first forecast period.

1     8.     The system of claim 5, wherein the performance report provides the first  
2     work-planning input.

1     9.     The system of claim 5, wherein the first work-planning input comprises a first  
2     number of operators during a first forecast period and a second number of operators  
3     during a second forecast period.

1     10.    The system of claim 9, wherein the performance report provides the work-  
2     planning input.

1     11.    The system of claim 5, wherein the first work-planning input comprises a first  
2     number of operators having a first level of performance during a first forecast period  
3     and a second level of performance during a second forecast period.

1     12.    The system of claim 11, wherein the performance report provides the work-  
2     planning input.

1     13.    A method of workforce planning in a workforce management system, the  
2     method comprising:  
3         obtaining from a communication switch, a first call-history statistic of a first  
4     period of time;

5 obtaining from a call center, a first work-history statistic of the first period of  
6 time;  
7 processing at least one of the first call-history statistic and the first work-  
8 history statistic; and  
9 generating a performance report comprising a first past performance statistic.

1 14. The method of claim 13, wherein the first call-history statistic comprises a  
2 total number of calls routed by the communication switch to the call center over the  
3 first period of time.

1 15. The method of claim 13, wherein the first call-history statistic comprises a  
2 total number of a first type of calls routed by the communication switch to the call  
3 center over the first period of time.

1 16. The method of claim 13, wherein the first work-history statistic comprises an  
2 actual work time of the call center over the first period of time, and the first past  
3 performance statistic is a first workforce occupancy.

1 17. The method of claim 13, further comprising:  
2 providing a first work-planning input;  
3 processing the first work-planning input together with the first report; and  
4 generating a forecast report comprising a first predictive workforce statistic.

1 18. The method of claim 17, wherein the first work-planning input comprises at  
2 least one of a first number of operators over a first forecast period, a change in call  
3 volume over the first forecast period, an attendance statistic of the first number of  
4 operators over the first forecast period, and a performance statistic of the first number  
5 of operators over the first forecast period.

1 19. The method of claim 17, wherein the first predictive workforce statistic  
2 comprises at least one of an actual work time of a first number of operators over a  
3 first forecast period, an occupancy of the first number of operators over the first  
4 forecast period, and a forecast of a number of operators required for call handling  
5 during the first forecast period.

1 20. The method of claim 17, wherein the performance report provides the first  
2 work-planning input.

1 21. The method of claim 17, wherein the first work-planning input comprises a  
2 first number of operators during a first forecast period and a second number of  
3 operators during a second forecast period .

1 22. The method of claim 21, wherein the performance report provides the work-  
2 planning input.

1 23. The method of claim 17, wherein the first work-planning input comprises a  
2 first number of operators having a first level of performance during a first forecast  
3 period and a second level of performance during a second forecast period.

1 24. The method of claim 23, wherein the performance report provides the work-  
2 planning input.

1 25. A workforce planning system stored on a computer-readable medium, the  
2 system comprising:  
3 computer-readable code that obtains from a communication switch, a first call-  
4 history statistic of a first period of time;  
5 computer-readable code that obtains from a call center, a first work-history  
6 statistic of the first period of time;  
7 computer-readable code that processes at least one of the first call-history  
8 statistic and the first work-history statistic; and  
9 computer-readable code that generates a performance report comprising a first  
10 past performance statistic.

1 26. The system of claim 25, wherein the first call-history statistic comprises a total  
2 number of calls routed by the communication switch to the call center over the first  
3 period of time.

1 27. The system of claim 25, wherein the first call-history statistic comprises a total  
2 number of a first type of calls routed by the communication switch to the call center  
3 over the first period of time.

1 28. The system of claim 25, wherein the first work-history statistic comprises an  
2 actual work time of the call center over the first period of time, and the first past  
3 performance statistic is a first workforce occupancy.

1 29. The system of claim 25, further comprising:  
2 computer-readable code that provides a first work-planning input;  
3 computer-readable code that processes the first work-planning input together  
4 with the first report; and  
5 computer-readable code that generates a forecast report comprising a first predictive  
6 workforce statistic.

1 30. The system of claim 29, wherein the first work-planning input comprises at  
2 least one of a first number of operators over a first forecast period, a change in call  
3 volume over the first forecast period, an attendance statistic of the first number of  
4 operators over the first forecast period, and a performance statistic of the first number  
5 of operators over the first forecast period.

1 31. The system of claim 29, wherein the first predictive workforce statistic  
2 comprises at least one of an actual work time of a first number of operators over a  
3 first forecast period, an occupancy of the first number of operators over the first  
4 forecast period, and a forecast of a number of operators required for call handling  
5 during the first forecast period.

1 32. The system of claim 29, wherein the performance report provides the first  
2 work-planning input.

1 33. The system of claim 29, wherein the first work-planning input comprises a  
2 first number of operators during a first forecast period and a second number of  
3 operators during a second forecast period .

1 34. The system of claim 33, wherein the performance report provides the work-  
2 planning input.

1 35. The system of claim 29, wherein the first work-planning input comprises a  
2 first number of operators having a first level of performance during a first forecast  
3 period and a second level of performance during a second forecast period.

1 36. The system of claim 35, wherein the performance report provides the work-  
2 planning input.